

Mt. Baker Planned Parenthood

Semi-Annual Report to San Juan Hospital District Reporting Period: July 1, 2017 – December 31, 2017

Background:

Mt. Baker Planned Parenthood (MBPP) has provided affordable reproductive health care services to thousands of women and men in Friday Harbor/San Juan Islands since 1995. The Friday Harbor Health Center is one of three health centers operated by MBPP in San Juan, Skagit, and Whatcom Counties, collectively serving over 9,300 women and men in 2017 for more than 14,500 medical visits. MBPP is one of 56 affiliates of Planned Parenthood Federation of America, serving 2.5 million women and men in 49 states across America through a network of 600+ health centers.

As a Title X (National Family Planning Program) grantee, MBPP provides services and supplies on a sliding scale to women, men and teens of all ages, and no one is refused care because of inability to pay. In addition to sliding scale services for those without insurance, MBPP accepts a variety of payment sources including Medicaid, Medicare, Tricare, Take Charge, and private insurance.

All services at MBPP are provided under evidence-based protocols that follow guidelines established by the US Preventive Services Taskforce, including screening frequency of Pap smears and breast care. Patients with abnormal findings are treated in-house whenever possible. If the abnormality is beyond our scope, patients are referred for care and entered into our care-coordination system. In the case of abnormal Pap results requiring higher level diagnostic care (colposcopy) patients are offered referral to either a local provider or to our main health center in Bellingham where they can access those services at a reduced rate, inclusive of pathology charges. If additional diagnostic services are necessary, we can also provide LEEP (loop electrosurgical excision procedure) services as well. Patients with subsequent abnormal findings from LEEP biopsy are then referred to a gynecological oncologist in the Seattle area. In 2017, three women from the San Juan Islands travelled to Bellingham for these services, including 2 from Friday Harbor (1 each for colposcopy and LEEP) and one patient from another Island (colposcopy).

MBPP maintains a robust care-coordination program that manages patients with abnormal test results, managing their care internally or assisting them to access additional care at another provider if it is beyond the scope of our services. This system also alerts patients when they need to return for their contraceptive management and/or preventive visit.

Patient education is a cornerstone of our services. Patients receive information about contraceptive methods, sexually transmitted disease prevention, testing and treatment, pregnancy options, smoking cessation, and other information pertinent to the visit including screening for patient safety in their relationship.

Improving the patient experience, patients can access their medical records, lab tests or schedule an appointment either via telephone (calls are forwarded on days when the FH health center is closed) or on-line through their patient portal directly accessing their own electronic medical record at times that are convenient for them.

Friday Harbor Health Services

The Friday Harbor Health Center is located at 470 Reed Street, Unit 2. It is open every Thursday, 8 am-5 pm, and is staffed by a nurse practitioner and receptionist who both live in Friday Harbor. Once a month a travelling medical assistant joins this team in order to support and assist the provider with IUD placements and contraceptive implants.

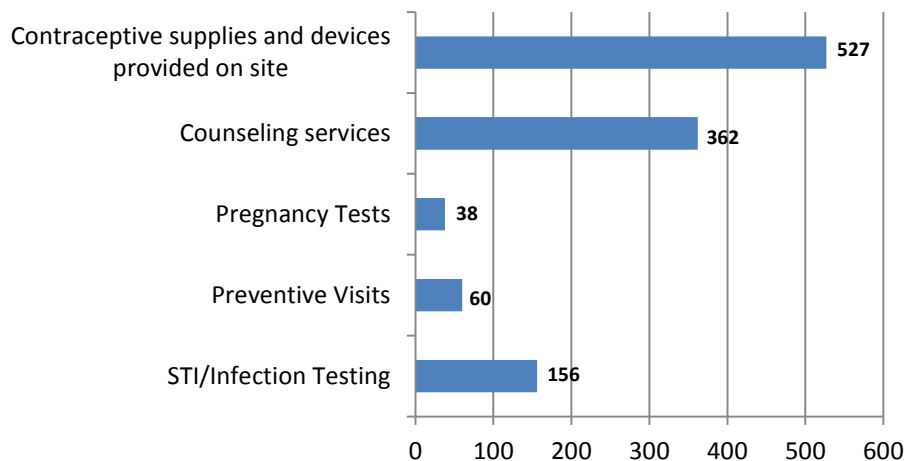
In addition to providing reproductive health services at the Friday Harbor Health Center, MBPP staff help connect patients with additional care they need through referrals to local providers and organizations. Women in need of mammograms are referred to Peaceland, for care outside our scope of practice we refer patients to both San Juan Health Care and Peaceland Medical. We also utilize services of DVSAS, the Family Resource Center, and the San Juan Health Department. Linda McCarthy, Executive Director, is a member of the San Juan Community Health Initiatives Consortium (CHIC).

Health Center Data

During the reporting period July 1 – December 31, 2017, the Friday Harbor Health Center served:

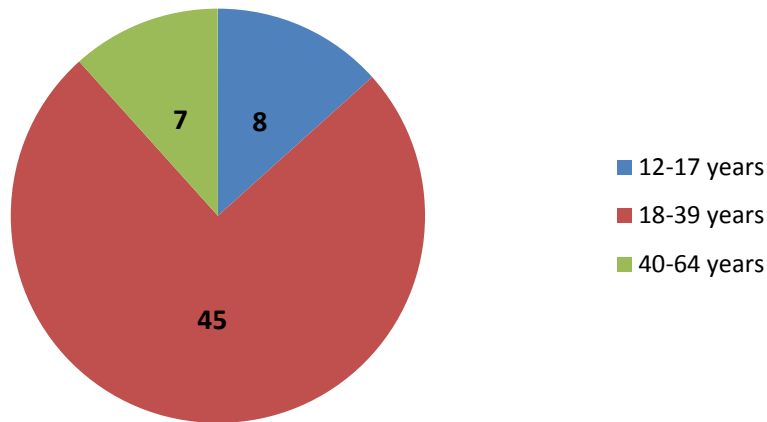


Services Provided



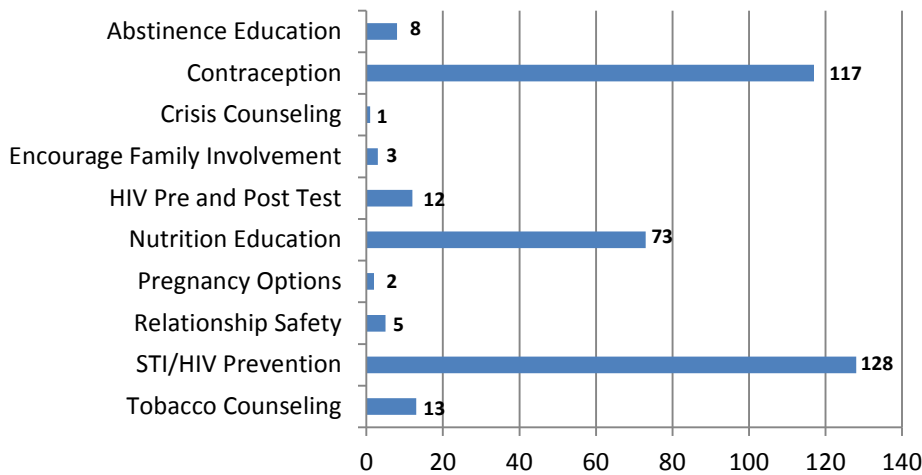
MBPP has a strong focus on prevention and offers “annual preventive exams” to women and men.

Preventive Visits by Age



Providing health education is a strong component of our health services and every patient receives information tailored to their needs.

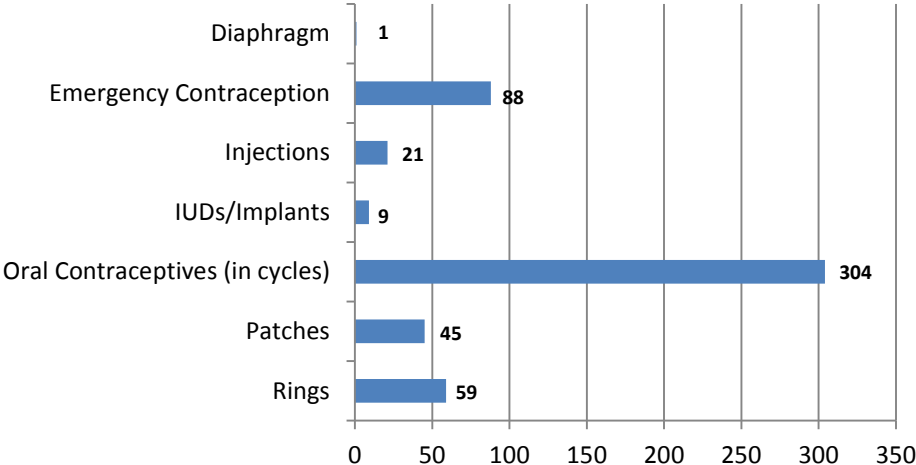
Health Education Services Provided



MBPP embraces the quality family planning (QFP) model of contraceptive care as detailed by Health and Human Services (HHS), engaging every patient in conversation about their contraceptive needs. To enhance that model, staff was further trained by the Bixby Center for Global and Reproductive Health at University of California at San Francisco, with a focus on the *Ten Best Practices for Contraceptive Counseling*. Finally, to round out our contraceptive care approach, we also engage with patients regarding the evidence-based One-Key Question — “would you like to become pregnant in the next year?”, which helps the patient evaluate their interest in a contraceptive method and/or pregnancy intention planning. For patients seeking pregnancy we provide them with information on the importance of prenatal vitamins and healthy lifestyle choices.

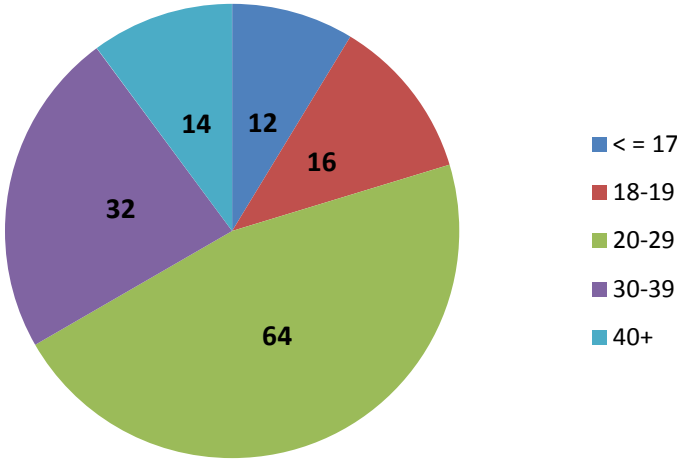
Patients leave the health center with their contraceptive supplies in-hand. Research has shown that patients leaving the visit with contraception are far more likely to use those contraceptives and less likely to experience an unintended pregnancy.

Contraceptive Supplies and Devices Provided On-Site



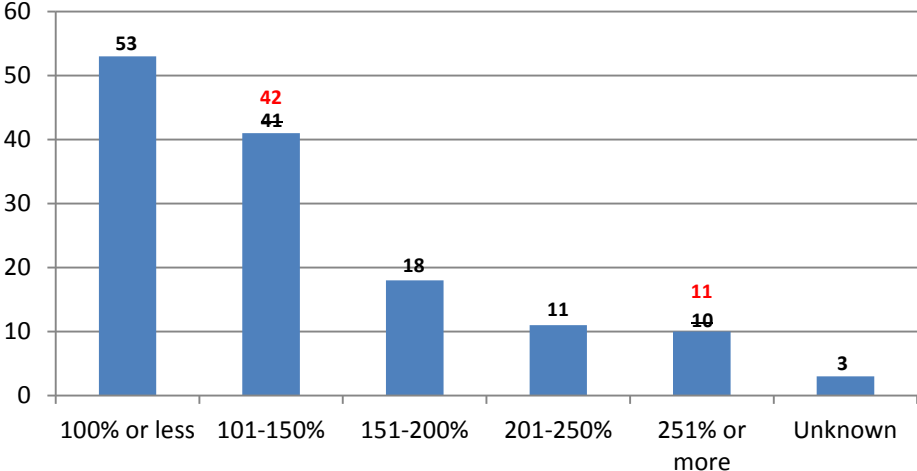
We adhere to state and federal laws for serving people of all ages and maintaining confidentiality of those patient visits.

Patient Age Distribution



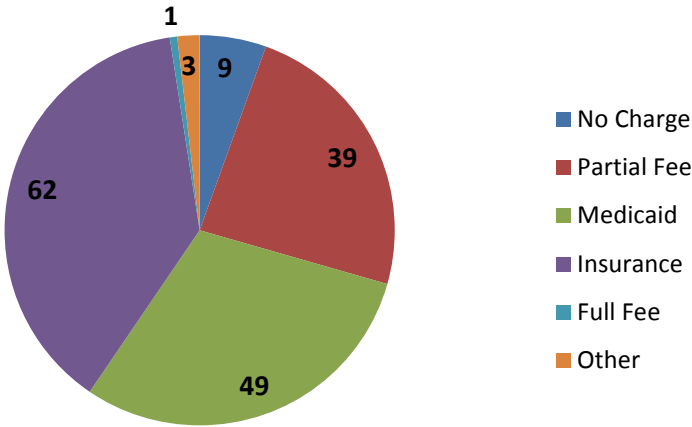
The majority of patients served in Friday Harbor had incomes less than 100% of the Federal Poverty Level (FPL), which equals \$12,060 for a family of 1 or \$24,600 for a family of 4. An additional 41 patients have incomes between 101 – 150% FPL, which equals \$12,061-\$18,090 for a family of 1 or \$24,601-\$36,900 for a family of 4.

Number of Patients at Federal Poverty Level



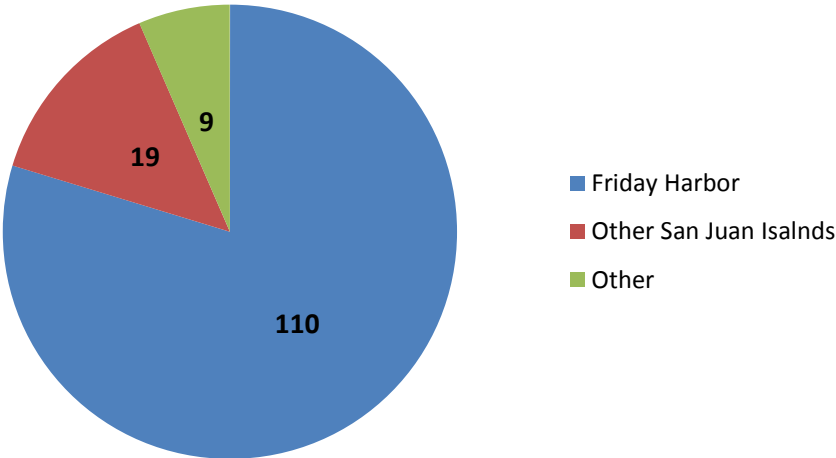
MBPP accepts all forms of payment – from sliding scale fee-for-service to Medicaid, Medicare, Tricare, and private insurance.

Payment Source by Visit



80% of our patients are from Friday Harbor, 14% from other San Juan Islands, and 6% from other locations.

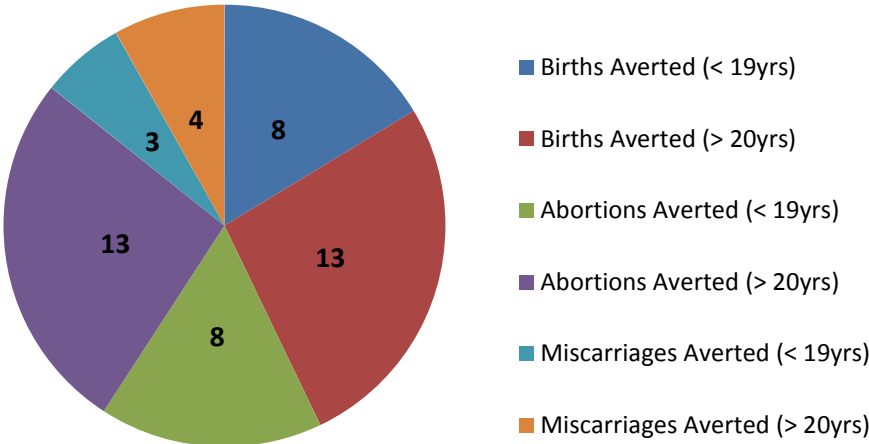
Patient Origin



Family Planning Matters! Each year the federal Title X program runs reports on the effectiveness of each grantee, by project. In 2017, the Friday Harbor health center prevented 49 unintended pregnancies.

Theoretical Estimates of Pregnancies Averted (49 total)

(as determined by federal formula)



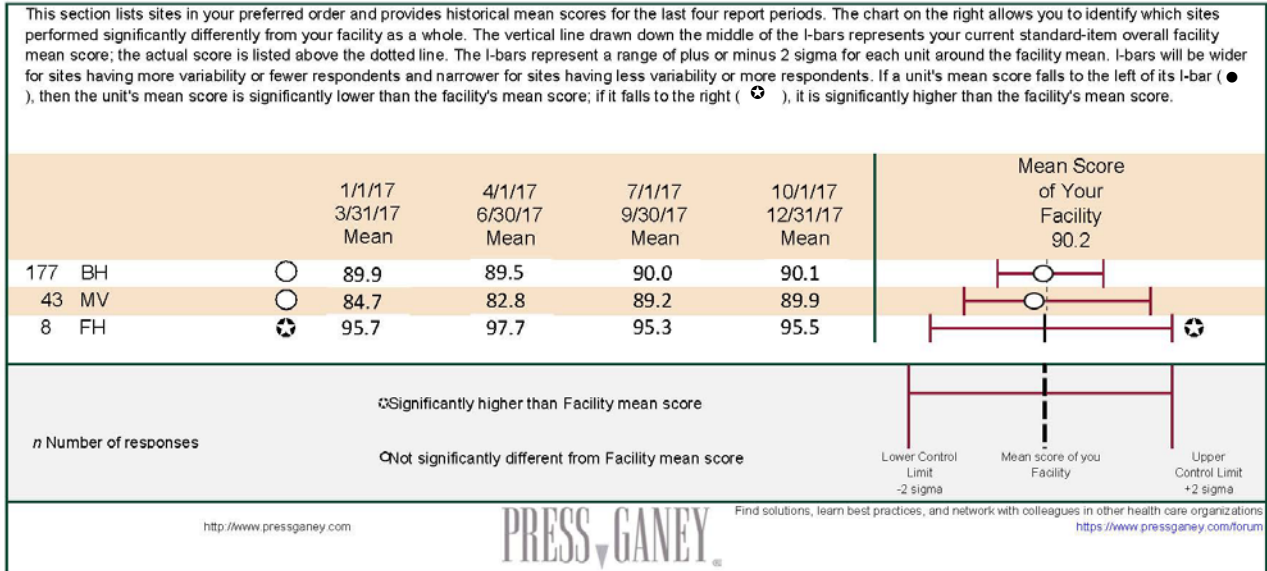
To further our work with patient experience, MBPP participates in the Press Ganey Patient Experience program measuring patient satisfaction with our services.

Planned Parenthood Mt. Baker

10/1/2017 - 12/31/2017

MEDICAL PRACTICE REPORT - Unadjusted

8.0 Comparative Analysis by Unit



Medical Practice Friday Harbor Clinic

Overall Mean Scores

Standard Scores	Jul '17 - Sep '17		Oct '17 - Dec '17	
	Score	n	Score	n
Overall	95.3 ▼	8	95.5 ▲	8
Access	81.3 ▼	8	83.3 ▲	8
Moving Through Your Visit	95.3 ▲	8	98.4 ▲	8
Nurse/Assistant	100	8	100	8
Care Provider	96.9 ▼	8	98.1 ▲	8
Personal Issues	98.4 ▼	8	97.7 ▼	8
Overall Assessment	100 ▲	8	95.3 ▼	8

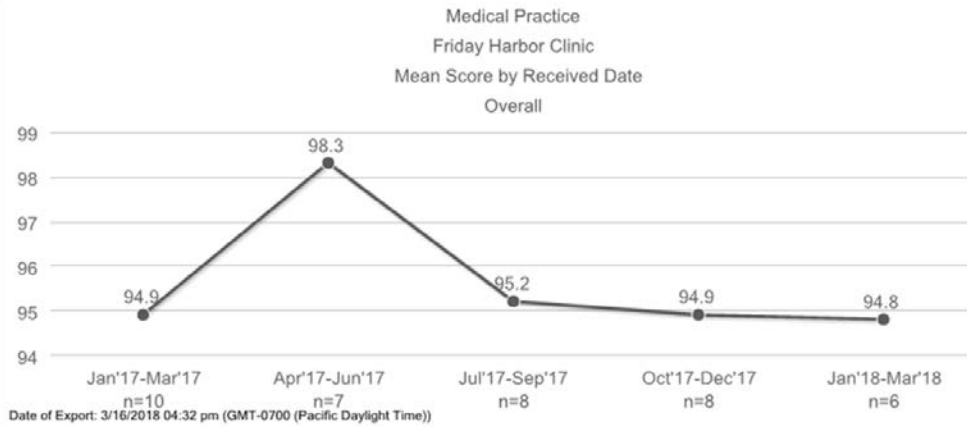
Displayed by Received Date and Total Sample

MEDICAL PRACTICE REPORT

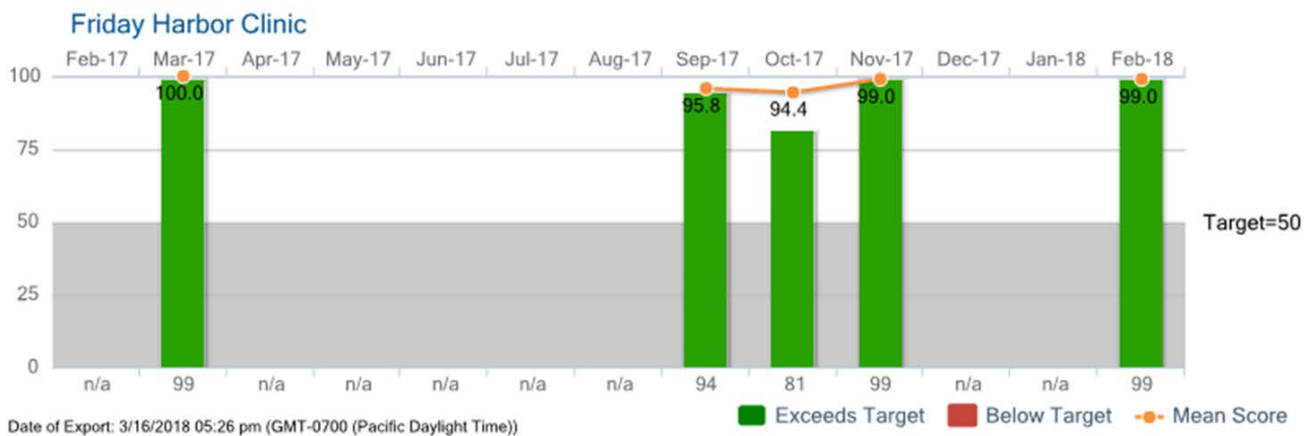
Question Analysis

Overall Section	Mean	Provider by Type			
		Nurse Practitioner		OB/GYN Sites	
		Freestanding N = 1921	Rank	OB/GYN Sites N = 319	Rank
Std Overall	95.7	91.4	90	91.2	88
Std Access	82.8	89.1	9	88.8	10
Std Moving Through Your Visit	96.7	85.8	99	84.2	99
Std Nurse/Assistant	100.0	93.2	99	92.9	99
Std Care Provider	98.7	93.4	94	93.7	88
Std Personal Issues	98.8	93.8	96	94.5	91
Std Overall Assessment	97.5	93.2	87	93.3	81

*Patients want us open more than one day per week. As evidence by Access overall score and patient comments



Friday Harbor average percentile rank = 94%



With this chart, Press Ganey is introducing a new view of satisfaction, with all satisfaction trends for each of the service areas shown together. The bars in the mean and rank trend chart represent the rankings, while the line represents mean score or the top box percentage (applies to CAHPS services). The shaded gray area represents the target percentile rank established by your facility.

Finances

Mt. Baker Planned Parenthood - Friday Harbor Health Center Annual financial report for period ending December 31, 2017

Support and Revenue	
Support	
Government Grants and Contracts	27,238
Fund Raising	<u>56,763</u>
Total Support	84,001
Patient Service Revenue	
Private Insurance and Self Pay	96,056
Medicaid, Medicare, Healty Options	39,251
Allowance for contractual adjustments and bad debts	<u>(79,062)</u>
Total Patient Service Revenue	56,244
Revenue	
Miscellaneous	<u>19</u>
Total Revenue	<u>19</u>
Total Support and Revenue	<u>140,264</u>
Expense	
Payroll	
Salaries and Wages	54,841
Taxes and Benefits	<u>8,352</u>
Total Payroll	63,193
Other Operating Expenses	
Facility Expenses	14,943
Business Expenses - Other	816
Dues	342
Utilities & Telephone	2,844
Professional Services	1,758
Medical supplies	21,913
Lab Fees	162
Travel, Conference and Meetings	5,345
Insurance	1,212
IT expenses (Data lines, SW)	6,211
Equipment Expenses	903
Training & Education	66
Marketing & Advertising	1,402
Taxes (Non payroll)	646
Miscellaneous	1,140
Depreciation	2,326
Bad debt	<u>1,444</u>
Total Other Operating Expenses	<u>63,473</u>
Total Expense	<u>126,666</u>
Excess (Deficit) before Accrued Support and Revenue	<u>13,598</u>
Support and Revenue accrued - money pledged:	
Government Grants - Local (SJHD)	<u>20,400</u>
Total Accrued Support and Revenue	<u>20,400</u>
Total amount of Excess after Accrued Support and Revenue	<u>33,998</u>

Mt. Baker Planned Parenthood - Friday Harbor Health Center
Annual Financial Report for period ending December 31, 2017

Sources of Support and Revenue

Medicaid, Medicaid Managed Care	23,672
Medicare	22
Private Insurance	24,447
Self Pay	8,103
Total Patient Service Revenue	56,244
<hr/>	
Government Grants - Federal	8,301
Government Grants - State	18,937
Government Grants - Local	20,400
Total Government Grants	47,638
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Fundraising	56,763
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Other revenue	19
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Total Support & Revenue	160,664

Addendum #1 – 3/26/2018

Q: What is included in “Annual Preventative Exams” for women and men?

A: Annual or preventive exams are those that vary by age and generally include a review of systems, history, screenings and education. These exams vary by individual needs and/or health conditions and are generally based on universally established guidelines (for example for women this may or may not include pap/ breast exam depending on their last screening and the results of that screening).

Q: What are the annual statistics of years 2013-2017 of # of patients, # of office visits and # of services by type?

Visits	2013	2014	2015	2016	2017
Self-identifying as female	282	286	291	292	296
Self-identifying as male	22	20	31	24	32
Total	304	306	322	316	328

Patients	2013	2014	2015	2016	2017
Self-identifying as female	198	203	203	197	220
Self-identifying as male	21	16	29	22	28
Total	219	219	232	219	248

Services Provided	2013	2014	2015	2016	2017
Contraceptive Supplies Dispensed	1185	1261	1176	1078	1109
Counseling Services	664	463	644	761	783
Pregnancy Test	183	171	160	121	85
Preventive Visit	92	51	43	79	129
STI/Infection Testing	226	229	282	252	290

Revenue and Expenses

Fiscal Years	2013	2014	2015	2016	2017
Total Support & Revenue	69,455	88,561	102,761	89,032	160,664
Total Expense	108,266	109,607	100,108	126,095	126,666
Excess (Deficit)	(38,811)	(21,046)	2,653	(37,064)	33,998

Q: How many patients are seen per day on average by an individual NP in your other mainland clinics?

A: Providers in our Bellingham and Mount Vernon Health Centers generally see between 17-22 patients per day. The difference is in those health centers they are supported by two medical assistants/nurses. In Friday Harbor, the NP performs both functions.

Q: Of the 39 patients in the “Partial Fee” category what are the sliding scale tiers and how many patients were in each tier?

A: 101-150% FPL equals \$12,061-\$18,090 for a family of 1 or \$24,601-\$36,900 for a family of 4.

Income Level (% of Federal Poverty Level)	Slide Category	Number of Patients
101-150%	SB	30
151-200%	SC	7
201-250%	SD	2

Q: What are the definitions of “Births Averted”, “Abortions Averted” and “Miscarriages Averted”.

A: This is an annual report provided to us through the Title X Family Planning Program. It uses a formula (we don’t have access) to determine how successful contraceptive utilization prevents unintended pregnancies which, had they occurred, would most likely have resulted in those outcomes at those rates.

Addendum #2 – 3/28/2018

Page 1: "...In 2017, three women from the San Juan islands travelled to Bellingham for these services, including 2 from Friday Harbor (1 each for colposcopy and LEEP) and one patient from another island (colposcopy)..."

Q: Was this for all of 2017 or just during the reporting period July through December 2017?

A: All of 2017.

Q: Was the other island in San Juan County?

A: Yes.

Q: Where are calls forwarded when FH Health Center is closed?

A: MBPP call center where the phones are answered Monday through Saturday.

Page 2: "Health Center Data"

Q: Was this for all of 2017 or just during the reporting period July through December 2017?

A: July – December 2017

Q: Does this mean that 25 patients returned for a 2nd visit (or fewer for more visits); 138 visited once and did not return?

A: It means that of the 138 patients seen from July – December 2017, some of them returned for 25 additional visits.

Q: Are the providers seeing approximately 6 patients during the one day/week the Center is open?

A: Roughly, that number varies as the nurse practitioner does the complete visit (including medical support component).

Page 2: "Health Center Data"

Q: Was this for all of 2017 or just during the reporting period July through December 2017?

A: Yes, July – December 2017

Q: I don't understand the numbers: were counseling services offered to 362 patients? Or to the 138 patients multiple times?

A: The 138 patients received various types of counseling at their visits.

Counseling Services	Female	Male	Total
Abstinence Education	8		8
Contraceptive Counseling	117		117
Crisis Counseling	1		1
Encourage Family Involvement	3		3
Hiv Pre And Post Test Counseling	8	4	12
Nutrition Education	73		73
Preconception Counseling			
Pregnancy Options Counseling	2		2
Relationship Safety Counseling	5		5
Sti Hiv Prevention Educ	117	11	128
Tobacco Counseling	13		13

Q: I don't understand the numbers: was STI/Infection testing done for 155 patients? Or multiple times for the 138 patients?

A: Various types of STI/Infection testing were performed for the 138 patients.

STI/Inf Related Services	Female	Male	Total
CT Test	63	9	72
GC Test	63	10	73
HIV Rapid In House Test	7	4	11
HPV High-risk Types	8		
Wart Tx	0	0	0
Wet Mount	16		
STI Visits	65	10	75
STI Services			156

Q: I don't understand the numbers: how many patients were the 527 contraceptive supplies and devices for?

A: 92 patients received the contraceptive methods of their choice.

Contraceptives Dispensed	Unit Dispensed
Depo	21
Diaphragm	1
EC	88
Implanon	6
IUC	3
OC	304
Other Method (Spemacide)	
Patch	45
Ring	59
Total Cont Units Dispensed	527

Page 5: "Number of Patients at Federal Poverty Level"

Q: Total is 136 – does this mean that all but 2 patients (of the 138) were at poverty level?

A: Correction – should add up to 138. This was an error on our part. The table below is corrected.

FEDERAL POVERTY LEVELS	Unduplicated Totals
100% or Less	53
101% - 150%	41 42
151% - 200%	18
201% - 250%	11
251% or More	10 11
Unknown	3
Totals Unduplicated Patients	136 138

Page 5: "Payment Source by Visit"

Q: How do you break down "partial fee", ie, what percentage payment by patient?

A: 101-150% receives 75% discount

151-200% receives 50% discount

201-250% receives 25% discount

Page 9-10: Financials

Q: Medicaid, Medicare & Managed Care income is \$39,251 ... sources (pg 10) is \$23,694. Is the write-off amount the difference of \$15,557?

A: Yes

Q: Private insurance & self pay income is \$96,056....sources (pg 10) is \$32,550. Is the write-off amount the difference of \$63,506?

A: Yes.

Q: What is the net income before accrued support and revenue (\$13,598 in San Juan) in Skagit and Whatcom counties? What is it (WA) state-wide?

A: 2017 audit not yet complete.

Page 6: Patients by Location

Q: a graph shows that 20% of customers reside outside our Public Hospital District boundaries. Is it a fair inference that 20% of the \$40,000 (\$8,000) was directed to customers outside the District? If not, how much of the \$40,000 went out of our District?

A: The \$20,400 received from the SJHD was spent on patients seen at the Friday Harbor Health Center.